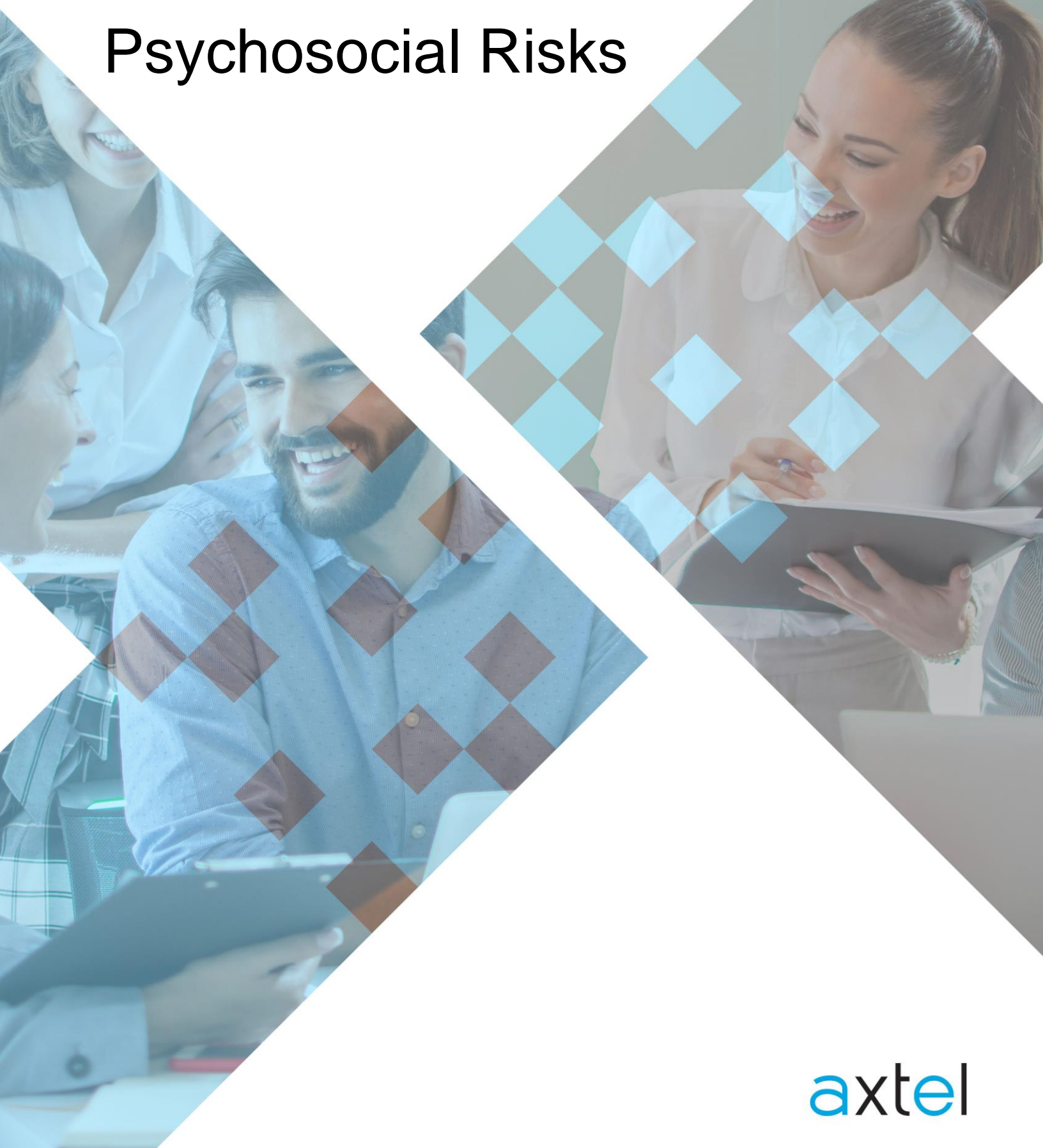


Directives for the Prevention of Psychosocial Risks



1. Objective

Establish guidelines for the promotion of a favorable work environment, which seeks and maintains a work culture free of all violence, forms of abuse and reprisals, discrimination in all its forms, aimed at the continuous improvement of working conditions and the prevention of psychosocial risks.

2. Application

Applies to all personnel of Axtel S.A.B. de C.V. and subsidiaries, (“Axtel”, “The Company”)

3. Guidelines

General


I. Management Team

Recognizes and declares that the human capital of the company is its most valuable asset, therefore, it commits its support for the fulfillment of the indicated objective and promotes in all areas of the company, the application of resources, preparation of plans and the execution of actions that, leading by example, promote, improve, and maintain a healthy and safe work environment in which people find the necessary conditions for their personal development. In our Company, workplace violence in any of its manifestations is not tolerated.

II. Compliance

It is the responsibility of the Executive Director of Human Capital to guarantee that the programs and guidelines are prepared and implemented to comply with the objective of this policy, as well as procedures and others that derive from it.

Adherence to laws and regulations



The guidelines of this policy, as well as the procedures and others derived from it, must contemplate and adhere to compliance with the applicable laws and regulations in force.

III. Diffusion

The Executive Department of Human Capital is responsible for the dissemination throughout the Company of this policy, the plans and programs derived from it, and the results of its implementation.

Prevention Mechanism

It is the responsibility of the Executive Director of Human Capital to implement specific programs for the detection and timely care of psychosocial risks in the organization's environment and the measures to prevent them.

IV. Communication Channel

It is the responsibility of the Executive Director of Human Capital to make available to all Company personnel an accessible means so that they can present their complaints or report violations of the provisions of this policy, as well as spaces for participation, fair attention, and consultation, always keeping the discretion required for the security, confidentiality, and tranquility of the user. To comply with the above, ALFA Transparency Mailbox is available to all personnel, as an accessible and 100% confidential means to do so.

V. Records

It is the responsibility of the Executive Director of Human Capital to ensure that records of the analysis, activities and results derived from the prevention and attention to psychosocial risks programs are kept and updated, as well as the measures to control them.

Updated: October 2019